

Community Engagement Conference

Partnering to Advance Health and Wellness



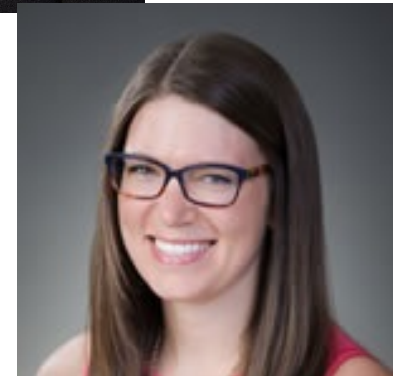
IGNITE

January 24 and 25, 2018

Partner for Promotion:

Factors for Successful Collaboration Between a College of Pharmacy and Community Pharmacies to Enhance Patient Care

- **Presenters: Jennifer Rodis** — associate professor, clinical and assistant dean for Outreach and Engagement, College of Pharmacy;
- **Brianne Porter** — assistant professor, College of Pharmacy



THE OHIO STATE UNIVERSITY



A service-learning collaboration to improve medication-related health

OBJECTIVES

- ▶ Describe the Partner for Promotion program, an innovative service-learning model to improve medication-related health and wellness
- ▶ Share strategies for effective collaboration among colleges of pharmacy and community-based pharmacy practices
- ▶ Highlight success stories of sustainable service development through Partner for Promotion

MISSION

- ▶ Partner for Promotion aims to expand quality patient care services in community-based pharmacy practices. By empowering current and future pharmacists to create sustainable services, we advance the role of the pharmacist in the health care team, improve outcomes, and increase patient access to care.

GOALS

- ▶ **Create sustainable services**
 - ▶ **Enhance skills and confidence**
 - ▶ **Increase meaningful partnerships**
- 

HOW DOES IT WORK?

Longitudinal Service Learning Rotation in Final Year of PharmD



HOW DOES IT WORK?

- ▶ Training via online education modules
- ▶ Mentoring via faculty
- ▶ Website as hub

Ownership by students and preceptors

Over 200 students & 100 pharmacists



Walgreens
AT THE CORNER OF **HAPPY** & **HEALTHY**™



TYPES OF SERVICES

- ▶ Immunizations
- ▶ Diabetes management
- ▶ Transitions of care
- ▶ Medication Synchronization
- ▶ Medication Therapy Management

Student-perceived skills

2007-2016 (pre-post)



■ Pre (n=144)

■ Post (n=121)



Community Pharmacy Foundation

Integrate PFP into 8 colleges in U.S.

Chicago State University

Midwestern – Glendale

NEOMED

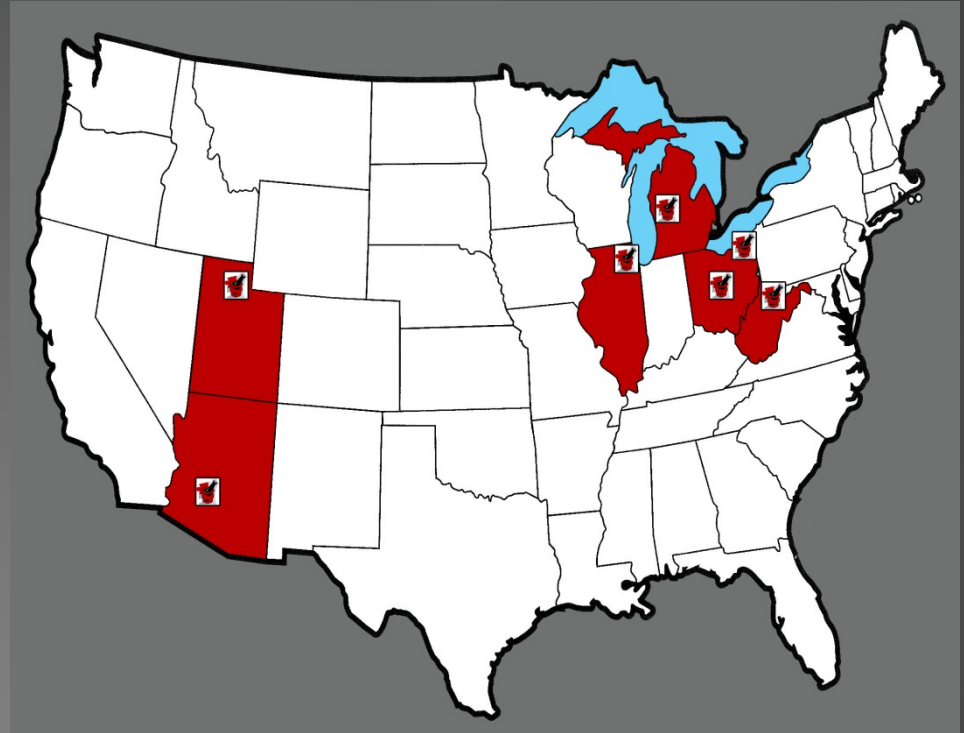
University of Utah

West Virginia University

Ferris State University

East Tennessee State University

Cedarville University



SERVICE SUSTAINABILITY

- ▶ Approximately 60% of pharmacies continue to offer the advanced patient care service developed through PFP
- ▶ Thousands of patient visits have been conducted by the ongoing pharmacy programs

WHAT MAKES THESE
PARTNERSHIPS SUCCESSFUL?

WHY?

- ▶ Survey of past PFP Preceptors...



Ended
Abruptly



Grew &
Expanded

IDENTIFICATION OF FACILITATORS AND BARRIERS TO SERVICE DEVELOPMENT

What?

- Prospective, qualitative research study

Who?

- Past PFP pharmacist participants (N=75)

How?

- Semi-structured, one-on-one interviews & post-surveys

IDENTIFICATION OF FACILITATORS AND BARRIERS TO SERVICE DEVELOPMENT

The purpose of this study is to describe **facilitators** and **barriers** to creating and sustaining a patient care service in a community pharmacy setting

WHAT DID WE FIND?

► Pre-PFP Year → Preparation

Facilitators

- Pilot Opportunity
- Corporate Support
- Innovative Culture at Site
- Past Service Development Experience

Barriers

- Inexperienced Staff
- Lack of Training

WHAT DID WE FIND?

► PFP Year → Development & Implementation

Facilitators

- Staff Engagement
- Clear Step-by-Step Process
- Computer Software & Technology
- Students as extenders
- Comprehensive needs assessment
- Adequate training

Barriers

- Lack of student or staff buy-in
- Central location for workflow tasks
- Physical space & equipment
- Store leadership buy-in

WHAT DID WE FIND?

► Post-PFP Year → Sustainability

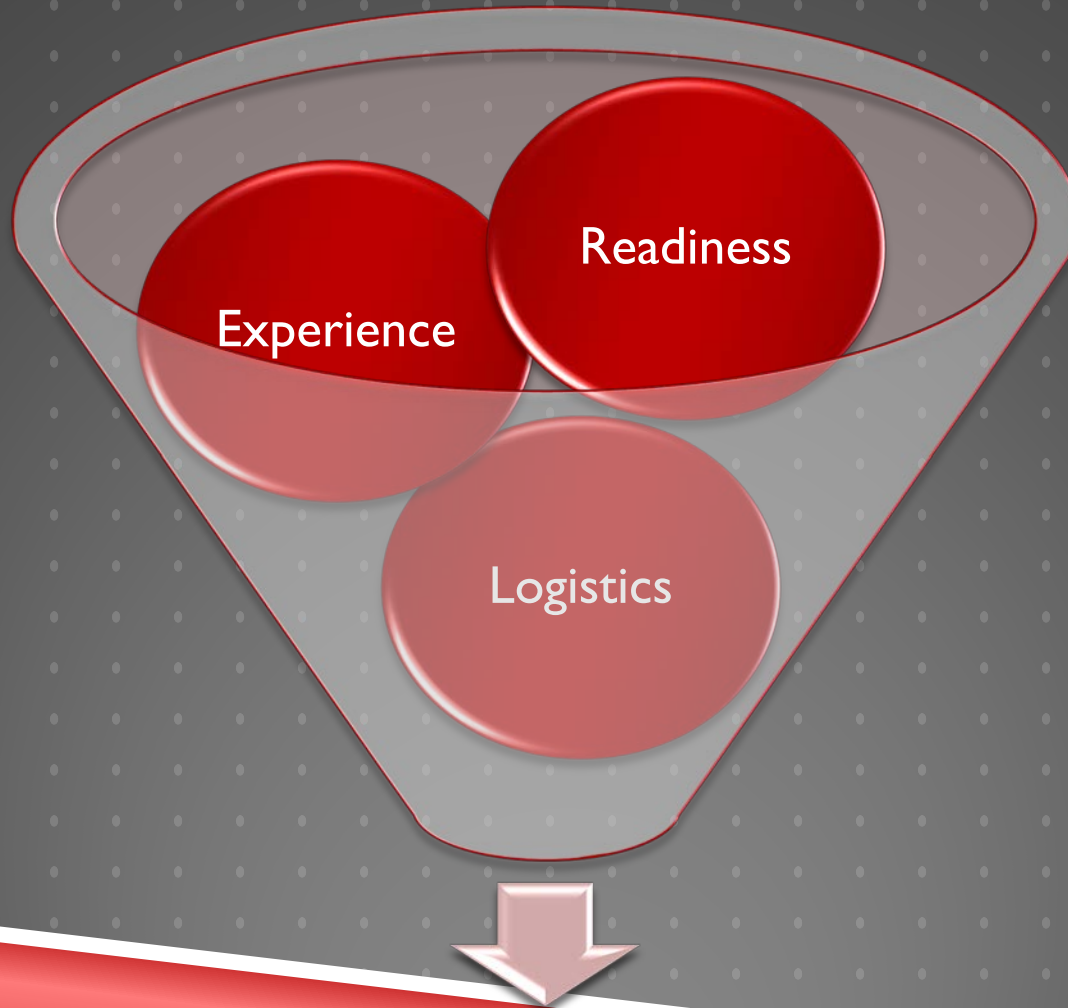
Facilitators

- Shifts to align with corporate goals & metrics
- Students on-site regularly
- Indirect revenue
- Pharmacist championing

Barriers

- Change in service driver goals
- Changes in staff

BOILS DOWN TO...



Success!

HOW CAN YOU USE THIS INFORMATION?

- ▶ When developing meaningful community partnerships, ask:
 - ▶ What previous experiences have you had with this or a similar type of project?
 - ▶ How ready is your team to jump into a new project?
 - ▶ What type of efficiencies do you currently utilize that would enable successful project implementation?

Awareness of partner needs
Shared resources
Commitment to stewardship